



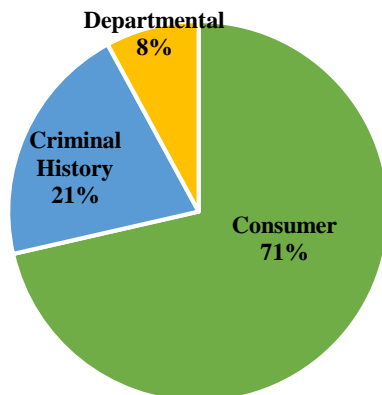
TEXAS DEPARTMENT OF LICENSING AND REGULATION

Enforcement Division

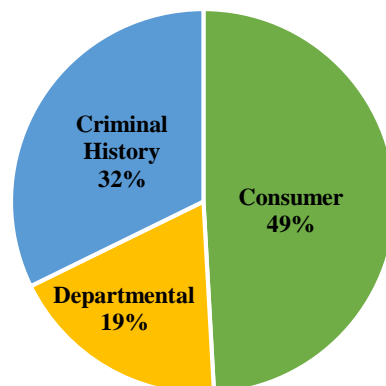
Speech-Language Pathologists and Audiologists (SPA)

Key Statistics	SPA Fiscal Year 2019	TDLR Fiscal Year 2019
Number of Licensees	21,692	832,593
Complaints Received	676	37,043
Cases Opened	63	10,902
Cases Closed	65	10,113
Average Time to Close (days)	86.06	151.96
% of Cases Resolved Within 6 Months	83.08%	68.52%
% of Cases Resulting in Disciplinary Action	15%	21%
Open Cases Pending at End of Fiscal Year	16	4,361
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	2	204
Number of Contested Cases Heard at SOAH	0	92
Formal Case Outcomes	SPA Fiscal Year 2019	TDLR Fiscal Year 2019
Commission Orders	0	51
Default Orders	1	614
Agreed Orders	9	1,254
Average Penalty Assessed on Orders	\$1,361.11	\$2,092.92
Total Penalties Assessed	\$12,250.00	\$3,452,750
Licenses Revoked (Disciplinary)	0	106
Licenses Suspended (Disciplinary)	3	13
Licenses Denied/Suspended/Revoked (Criminal History)	1	358
Cases Heard in District Court	0	1
Informal Case Actions	SPA Fiscal Year 2019	TDLR Fiscal Year 2019
Consumer Restitution	\$0.0	\$324,299
Warning Letters	7	1,500
Other Informal Resolutions	48	6,434
Cease & Desist Orders	0	38

Source of SPA Cases Opened
Fiscal Year 2019



Source of All Cases Opened
Fiscal Year 2019





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Top 10 SPA Alleged Violations at Opening

Fiscal Year 2019	
Alleged Violation at Opening	Count
Code of ethics	30
Criminal History	14
Billed for services not provided	11
Falsified records	9
Violation involving supervision	6
Unlicensed activity	4
Fail to pay dishonored check	3
Medical evaluation/waiver violation	3
Failed to maintain records	2
Allowed other to practice out of scope	1

Top SPA Violations Resulting in Disciplinary Action

Fiscal Year 2019	
Violation Resulting in Disciplinary Action	Count
Code of ethics	2
Criminal History	1
Unlicensed activity	1
Failed to maintain records	1
Violation involving supervision	1